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DVS Claims Agent Training

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Adopted
July 18, 2012

1. **Objective:** To improve the training of Department of Veterans Services (DVS) Claims Agents.
2. **Background:**
 - DVS Claims Agents help Virginia veterans and eligible dependents access the benefits to which they are entitled through their service and sacrifice. Among these benefits and services are compensation for service-connected disability or death, income-based pensions, medical care, educational benefits, and home purchase assistance.
 - Acting on behalf of Virginia veterans, DVS Claims Agents prepared and submitted 28,541 disability and pension claims to the U.S. Department of Veterans Affairs (VA) in FY11.
 - DVS estimates that the fiscal impact of the new compensation and pension claims submitted in FY11 was \$154 million.
 - DVS runs an in-house training program that provides both new-agent and refresher training.
 - The American Legion and the VFW offer excellent national-level training courses. However, DVS is only able to send two Claims Agents per year to each training course, meaning that a maximum of four DVS Claims Agents (out of 36) attend training in a given year.
3. **Discussion:**
 - National training courses available through the American Legion and the VFW would greatly benefit DVS Claims Agents, and, more importantly, would benefit Virginia's veterans.
 - The DVS budget should be increased by \$30,000 (GF) per year to enable 10 DVS Claims Agents to attend the American Legion training and 10 Claims Agents to attend the VFW training each year.
4. **Recommendation:** That the Governor appropriate an additional \$30,000 (GF) per fiscal year so that 10 Claims Agents per year may attend national training courses offered by the American Legion and 10 Claims Agents per year may attend national training courses offered by the VFW